

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	2606841
<b>Application Number:</b>	10826160
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	8619
<b>Title of Invention:</b>	Processing service requests for product support with indexed and clustered answer objects
<b>First Named Inventor/Applicant Name:</b>	Hua-Jun Zeng
<b>Customer Number:</b>	22801
<b>Filer:</b>	David Steven Thompson/Pam Arsondi
<b>Filer Authorized By:</b>	David Steven Thompson
<b>Attorney Docket Number:</b>	MS1-1892US
<b>Receipt Date:</b>	18-DEC-2007
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	NPL Documents	BT9708.PDF	370321 4c4f0f8d34fe51331a1be5475fd88309008a1576	no	7

### Warnings:

### Information:

2	NPL Documents	BW8573.pdf	251704	no	4
			b6cd0a64886cea4368237a10c04e40621fe8b5f2		
Warnings:					
Information:					
3	NPL Documents	BW7851.pdf	341809	no	6
			46c44c5690ce2401a2741d6a244c68b77db10a2a		
Warnings:					
Information:					
4	NPL Documents	BW7808.pdf	547813	no	8
			4e34ad8fe436c95ae5714f4766fc5bf685e9370e		
Warnings:					
Information:					
5	NPL Documents	BW7855.pdf	356769	no	6
			ad9889616837cf0b15a8aedd55a4104e5795e196		
Warnings:					
Information:					
6	NPL Documents	BW7846.pdf	333604	no	6
			9d5a66a931e8bc9453b062b28bfa8241fb4d068e		
Warnings:					
Information:					
7	NPL Documents	C66932.PDF	318610	no	4
			e79f014ff6a9ffae85b95afe3d2d9057ddb120b1		
Warnings:					
Information:					
8	NPL Documents	C66928.PDF	304146	no	4
			c79e59cd35141bca5ac210b53df66c14929e61c7		
Warnings:					
Information:					
9	NPL Documents	BW7819.pdf	220947	no	4
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Warnings:					
Information:					
10	NPL Documents	C66930.PDF	495656	no	6
			77c6188cb5e2eea0f4ee6b9c2b1cfc8b96c24694		
Warnings:					
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.